



# **State of California Veterinary Medical Board**

## **2007 Strategic Plan**

## **Mission**

The mission of the Veterinary Medical Board (VMB) is to protect consumers and animals through development and maintenance of professional standards, licensing of veterinarians, registered veterinary technicians, and veterinary premises and diligent enforcement of the California Veterinary Medicine Practice Act.

## **Vision**

The vision of the California Veterinary Medical Board is that professional, quality veterinary medical care exists for all animals.

## Values and Guiding Principles

### ***Quality Service***

The service provided by the VMB to its consumers, employees and other stakeholders is characterized by:

- Compassion
- Courtesy
- Promptness
- Respect
- Integrity
- Professionalism
- A “willing” attitude
- Easy accessibility
- Exceeding expectations

### ***Communication***

The communications between the VMB and its consumers, employees and other stakeholders is characterized by:

- Openness
- Honesty
- Promptness
- Decisiveness
- Public access

### ***Education***

The VMB values continuous learning for consumers, licensees and staff members that is characterized by:

- Innovation
- Creativity
- Collaboration
- Promptness

### ***Accountability***

The VMB values being accountable to consumers, employees and stakeholders in a way that promotes:

- Ownership
- Responsibility
- Protection of the public trust
- Justice, equity and impartiality in decision-making

## **Strategic Goals**

The VMB has established five strategic goals which provide the framework for furthering its mission.

### ***Goal 1 – Enforcement***

The rights of consumers and the health and safety of their animals are protected from the illegal, negligent, incompetent and unprofessional practice of veterinary medicine.

### ***Goal 2 – Customer Service & Administration***

Consumers, licensees, schools and all other stakeholders receive service in a prompt, courteous, accurate and cost-effective manner.

### ***Goal 3 – Education***

Consumers and licensees are able to make informed decisions regarding the purchase and provision of veterinary medical services.

### ***Goal 4 – Examinations***

Only qualified individuals are licensed as veterinarians or registered veterinary technicians.

### ***Goal 5 – Licensing***

Applicants for initial licensure or renewal receive their licenses promptly without error or unnecessary cost.

## **Enforcement Program**

### ***Goal 1 – Enforcement***

The rights of consumers and the health and safety of their animals are protected from illegal, negligent, incompetent and unprofessional practice of veterinary medicine.

### ***Board Committee Lead Responsibility***

Enforcement Committee

### ***Strategic Objectives:***

- 1.1 By 12/31/2007, improve by 5% processing times for all types of complaints.
- 1.2 By 12/31/2008, determine (complete a study) the need for the VMB's regulation of animal shelters.
- 1.3 By 12/31/2009, require successful completion of Radiation Safety Examination by individuals operating radiographic equipment who are not veterinarians or RVTs.
- 1.4 By 1/31/2009, initiate regulations to further define unprofessional conduct, drug and alcohol abuse and address sexual misconduct.
- 1.5 By 7/31/2010, implement a probation-monitoring program.
- 1.6 By 7/31/2010, reduce the number and frequency of non-compliant hospitals.
- 1.7 By 7/31/2010, reduce by 5% the incidence of unlicensed activity in California.

## **Administrative Program**

### ***Goal 2 – Customer Service and Administration***

Consumers, licensees, schools and all other stakeholders receive service in a prompt, courteous, accurate and cost-effective manner.

### ***Board Committee Lead Responsibility***

Administrative/Budget Committee

Sunset Review Committee

### ***Strategic Objectives***

- 2.1 By 8/31/2007, continue to send Executive Officer to the annual AAVSB conference.
- 2.2 By 6/30/2008, provide for the ongoing stability of the VMB Contingency fund.
- 2.3 By 12/31/2008, begin implementation of an initiative to improve the delivery of products and services to the VMB's consumers.
- 2.4 By 7/1/2009, complete the sunset review report.
- 2.5 By 1/31/2009, recommend changing the composition of VMB to include an RVT.
- 2.6 By 1/31/2009, implement legislation for Registered Veterinary Technician title protection.

## Education Program

### ***Goal 3 – Education***

Consumers and licensees are able to make informed decisions regarding the purchase and provision of veterinary medical services.

### ***Board Committee Lead Responsibility***

Consumer Education/Newsletter Committee

### ***Strategic Objectives***

- 3.1 By 12/31/2007, fully comply with the law regarding provision of information via the VMB's web site.
- 3.2 By 12/31/2007, continue publication of the VMB newsletter no less than two times per year.
- 3.3 By 12/31/2007, Determine (complete a study) the effectiveness of the voluntary identification badge program and consider requiring all members of the health care team to wear identification badges that includes first name and title.
- 3.4 By 12/31/2007, update veterinary pamphlet on health care and the website.
- 3.5 By 12/31/2007, create a distribution plan for the *Veterinary Healthcare Team* pamphlet.
- 3.6 By 7/31/2010, enhance and improve current outreach methods.

## Examination Program

### ***Goal 4 – Examinations***

Only qualified individuals are licensed as veterinarians or registered veterinary technicians.

### ***Board Committee Lead Responsibility***

Examinations and Licensure Committee

### ***Strategic Objectives***

- 4.1 By 10/31/2007, identify a secure method to allow for computerized CSB testing.
- 4.2 By 12/31/2007, update the eligibility categories for the RVT examination to ensure that they are consistent with minimum entry-level qualifications.
- 4.3 By 12/31/2007, explore creating a grandfather clause for experienced lay staff working in veterinary hospitals to become certified
- 4.4 By 6/30/2008, review and update the task list required for candidates applying to take the RVT examination.
- 4.5 By 7/31/2008, begin electronically transmitting exam files, statistics and illustrations between VMB and OER.
- 4.6 By 12/31/2008, explore replacing RVT exam with one that meets the needs of the VMB, e.g. national examination.
- 4.7 By 12/31/2008, establish an approval process for alternate route programs.
- 4.8 By 1/31/2009, allow RVT students enrolled in a qualified program to practice restricted RVT tasks under the supervision of a veterinarian or RVT.
- 4.9 By 7/31/2009, double the pool of RVTs and veterinarians involved in the examination development process.
- 4.10 By 7/31/2009, identify whether there are secure methods to allow for remote item writing.
- 4.11 By 12/31/2010, complete the practice analysis for the CSB.
- 4.12 By 12/31/2012, complete the practice analysis for the RVT exam.



## Licensing Program

### ***Goal 5 – Licensing***

Applicants for initial licensure or renewal receive their licenses promptly without error or unnecessary cost.

### ***Board Committee Lead Responsibility***

Examinations and Licensure Committee

Continuing Education Committee

### ***Strategic Objectives***

- 5.1 By 12/31/2008, develop and publish materials explaining how to get licensed in California.
- 5.2 By 12/31/2008, begin using 3<sup>rd</sup> party sources for RVT school inspections.
- 5.3 By 12/31/2008, support provisions for issuing temporary licenses under emergency disaster conditions.
- 5.4 By 1/31/2009, complete a study to identify modalities of animal alternative/rehabilitation therapy, insure the role of RVTs and determine the need for regulation thereof.
- 5.5 By 6/30/2009, implement the i-Licensing program within VMB.
- 5.6 By 12/31/2009, complete a review of the CE regulations and make recommendations as needed.
- 5.7 By 12/31/2010, complete a study to determine whether there is a need for limited licensure in California.
- 5.8 By 12/31/2010, complete a one time, 100% CE audit of all licensees.
- 5.9 By 12/31/2010, increase by 10% the number of CE audits per year.

## Commonly Used Acronyms

|                  |  |
|------------------|--|
| <b>AAVSB</b>     | American Association of Veterinary State Boards                            |
| <b>ADA</b>       | Americans with Disabilities Act  |
| <b>AG</b>        | Attorney General   |
| <b>ALJ</b>       | Administrative Law Judge   |
| <b>ATS</b>       | Applicant Tracking System  |
| <b>AVMA</b>      | American Veterinary Medical Association                                    |
| <b>BCP</b>       | Budget Change Proposal   |
| <b>B &amp; P</b> | Business and Professions Code  |
| <b>CAC</b>       | California Administrative Code   |
| <b>CAS</b>       | Consumer Affairs System  |
| <b>CBT</b>       | Computer Based Testing   |
| <b>CCR</b>       | California Code of Regulations   |
| <b>CE</b>        | Continuing Education   |
| <b>CGC</b>       | California Government Code   |
| <b>COE</b>       | Council On Education (AVMA)  |
| <b>CPE</b>       | Clinical Proficiency Examination   |
| <b>CPIL</b>      | Center for Public Interest Law   |
| <b>CSB</b>       | California State Board   |
| <b>CVMA</b>      | California Veterinary Medical Association                                  |
| <b>DAG</b>       | Deputy Attorney General  |
| <b>DCA</b>       | Department of Consumer Affairs   |
| <b>DEA</b>       | Drug Enforcement Administration  |
| <b>ECFVG</b>     | Educational Commission for Foreign Veterinary Graduates                    |
| <b>ED</b>        | Executive Director   |
| <b>EO</b>        | Executive Officer  |
| <b>FARB</b>      | Federation of Associations of Regulatory Boards                            |
| <b>FDA</b>       | Food & Drug Administration   |
| <b>NAFTA</b>     | North American Free Trade Agreement  |
| <b>NAVLE</b>     | North America Veterinary Licensing Examination                             |
| <b>NAVTA</b>     | National Association of Veterinary Technicians in America                  |
| <b>NBME</b>      | National Board of Medical Examiners  |
| <b>NBVME</b>     | National Board of Veterinary Medical Examiners                             |
| <b>OAHA</b>      | Office of Administrative Hearings  |
| <b>OAL</b>       | Office of Administrative Law   |
| <b>OER</b>       | Office of Examination Resources  |
| <b>OIS</b>       | Office of Information Services (within the Department of Consumer Affairs) |
| <b>PAVE</b>      | Program for the Assessment of Veterinary Education Equivalence             |
| <b>PES</b>       | Professional Examination Service   |
| <b>QE</b>        | Qualifying Examination   |
| <b>RACE</b>      | Registry of Approved Continuing Education                                  |
| <b>RFP</b>       | Request for Proposal   |
| <b>RVT</b>       | Registered Veterinary Technician   |
| <b>RVTC</b>      | Registered Veterinary Technician Committee                                 |
| <b>SAM</b>       | State Administrative Manual  |
| <b>VCSA</b>      | Veterinary Clinical Skills Assessment                                      |
| <b>VIVA</b>      | Veterinary Information Verifying Agency                                    |
| <b>VMAs</b>      | Veterinary Medical Associations  |
| <b>VMB</b>       | Veterinary Medical Board   |
| <b>VTNE</b>      | Veterinary Technician National Exam  |
| <b>VTTC</b>      | Veterinary Technician Testing Committee                                    |

